

Family Health Clinic (FHC)

The Family Health Clinic is located within the 55 Medical Group, Ehrling Bergquist Clinic at 2501 Capehart Road Offutt AFB, NE 68113. The FHC is situated between the Women's Health Clinic and Immunizations Clinic in the South Tower of the building.



Hours of Operation:

- The Family Health Clinic is open during normal duty hours, Mon-Fri 0730-1630
- The Clinic is closed on all Federal Holidays & ACC Family Days
- The Clinic is minimally manned and/or closed on the 3rd Thursday of every month from 0730-1300 for mandatory training
- The Clinic is minimally manned and/or closed on all Comprehensive Airman Fitness (CAF) Days
- There may be longer than normal wait-times for walk-in services on days the clinic is minimally manned. Please plan accordingly
- In the event of a delay due to inclement weather, all scheduled appointments will be cancelled up to the new start time. The clinic will make every attempt to reschedule your appointment. Please monitor your local news station for weather information, delays and closures.
- You may contact the Nurse Advice Line after duty hours by calling (402)232-2273, Option 1

Our clinic is proud to be recognized by the National Council on Quality Assurance as a Level 3 Patient Centered Medical Home (PCMH).

What is PCMH? A Patient Centered Medical Home (PCMH) is an active approach to establish a "medical home" for everyone. Care is coordinated by your individual Primary Care Manager (PCM) & a team of medical professionals providing continuous, comprehensive and personalized prevention-based healthcare.

PCMH focuses on the patient as the center of healthcare and an active participant rather than a passive recipient of care. We value your input and involvement in your healthcare. Care that is truly patient-centered considers patients' cultural traditions, personal preferences, values, family situations and lifestyles.

Continuity of care is a key component and every effort will be made to ensure you are cared for by the same family health team (provider, nurse and medical technician) every time you visit.

How to Contact Us:

MiCare is our secure messaging service powered by RelayHealth and is the only approved method for your healthcare provider and team to correspond with you online. You must register for this service by showing your valid military ID card and returning the registration form to the clinic staff. You will then receive an email invitation to this service from RelayHealth to complete the registration online. Once registered you may logon to this service at <https://app.relayhealth.com>.

MiCare is accessible 24/7, complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and decreases "phone tag". The Family Health Clinic uses MiCare as the primary method to communicate test results to patients.

MiCare services available to you:

- Communicate online with your healthcare team about non-urgent medical concerns
- Request appointments
- Cancel appointments
- Request medication renewals
- Receive test and lab results
- View medical records
- Request referrals
- Request copy of immunization records
- Access patient education materials

(402)232-2273 or 232-CARE is the main telephone number to access your provider team and after-hours care or questions. You may leave a direct Team Message by contacting: (402)232-2273, ext. 312

Walk-in Services:

Walk-in services are not provider/PCM appointments. Walk-in services are for non-urgent issues that may be addressed by a nurse or medical technician using approved protocols.

Walk-in hours are Mon-Fri 0800-1100 and 1300-1500 for the following services:

- Routine medication injections
- Follow-up suture or staple removal
- Females over age 18 with Urinary Tract Infection (UTI) symptoms (urinary frequency, burning or urgency). Please note that it can take 1-2 hours to receive your lab results
- Patients 3 and older with sore throat (sore throat is the primary symptom)
- There is no "sick call", your supervisor may authorize up to 24 hours sick status at their discretion per AFI 41-210, 4.14.5.

Pregnancy Tests:

You do not need an appointment or referral for pregnancy testing. You may walk-in for pregnancy testing if you meet the following criteria:

- Had a positive home pregnancy test -or- are more than one week late for their cycle
- Dependent children must be 19 years of age or older -or- have a parent or legal guardian present for pregnancy testing
- No more than one walk-in pregnancy test will be authorized within a 7 day timeframe
- Walk-in services are only for qualitative testing (Positive or Negative)
- Results from pregnancy tests ordered after 1400 may be called back the next duty day

Medication Refills:

You may call-in prescription refills to (402)294-4758. Please have your prescription bottle available with refill information. Refills may be picked-up on the main base at the Satellite Pharmacy located behind the Base Exchange.

Pharmacy Temporary Refill Clinic:

The Pharmacy Refill Clinic is available in the Ehrling Bergquist Clinic (55 MDG) Main Pharmacy to process one-time refills meant to bridge the gap prior to your scheduled provider appointment. A Clinical Pharmacist may refill maintenance medications for patients seen by credentialed providers within the 55 MDG.

Refill Clinic hours are: Tues 0730-0900, Wed & Fri 1400-1600, Closed Holidays and ACC Family Days

- Medications can ONLY be refilled one time through this process
- Must show a record of continuous medication use for at least 3 months (medications must not be expired)
- Must have a scheduled PCM appointment
- Renewed medications are issued up to the scheduled PCM appointment & up to a maximum 30 day supply
- Controlled medications will NOT be refilled by the Pharmacist

Special Drug Requests:

Special Drug Requests are medications that we do not regularly carry on our Formulary. Your PCM may enter a Special Drug Request directly through our computer system. Pharmacy staff will contact you with any questions and/or to notify you that your prescription is available for pick-up.

Prescriptions for Special Drug Requests from a non-military/off-base provider must be submitted to your PCM for submission & review. The original paper prescription from the off-base provider must be delivered to the Satellite Pharmacy for validation and if approved, the Pharmacy staff will contact you when your prescription is available for pick-up at the Satellite Pharmacy.

Referrals:

- You may contact the Referral Management Center at (402)294-4010 to activate a referral placed by your PCM.
- You can check the status of a pending network referral by calling 1-877-988-9378 or by visiting www.mytricare.com
- To find a network approved provider visit www.uhcmilitarywest.com

Disease Management:

Our Disease Management Registered Nurses focus on improving the health and wellbeing of our patients by providing education on diabetes, high blood pressure, high cholesterol & asthma management as well as, nutrition, diet and exercise.

Behavioral Health Optimization Program (BHOP):

Your provider or team nurse may refer you to our BHOP for more specific care coordination.

We have a Social Worker on staff for questions, concerns and short-term consultations regarding depression, anxiety, pain disorder, tobacco use, alcohol use, diabetes, obesity, insomnia and chronic pain.

Our Behavioral Healthcare Facilitator (BHCF) Registered Nurse can assist with medication follow-up questions and care coordination with medications for depression, anxiety or PTSD. Additionally, our BHCF provides coaching interventions for patients newly diagnosed with chronic diseases.

Tobacco Cessation:

You may make an appointment with your PCM to discuss your options and start medications for tobacco cessation. Your PCM will initiate your medications, but the Health Promotion Flight (HPF) can provide refills. There are Tobacco Cessation information sessions available through the Health Promotion Flight (formerly the HAWC), located at the East side of the Field House every Thursday of the month at 0800 (except the 3rd Thursday of the month, when the class will be held at 1500). No referral is required and walk-ins are welcome for the Thursday morning sessions. If you'd like to meet at the HPF at a different

time please contact Ms. CJ Olson at 232-4315 to set up an appointment time. The HPF can enter refills on your tobacco cessation medications! All the tobacco cessation medications will be given to you at 30 day increments but we'd like to see you take the medication for 90 days so if you can come to the Thursday morning session before you run out of your meds this is a quick way to get a refill without making an appointment with your PCM (unless you've been instructed otherwise). Please note that this is only for tobacco cessation medications and not for other medication refills.

Additional Smoking Cessation Resources:

- West Region Smoking Quitline: 1-888-713-4597
- tricare.mil/tobaccocessation
- ucanquit2.org

Clinic Resources:

Immunization Clinic.....	294-7310
Release of Information/Records Request.....	232-8933
Exceptional Family Member Program (EFMP) Office.....	294-6869
Radiology.....	294-7405
Referral Management Center.....	294-4010
Refill Pharmacy.....	294-4758
Appointment Line.....	232-2273

Websites & Social Media:

United Healthcare	uhc.com
TRICARE	tricare.mil
TRICARE Mail Order Pharmacy	express-scripts.com/TRICARE
TRICARE for Life	tricare.mil/tfl
TRICARE Dental Program	metlife.com/tricare
TRICARE Claims	tricare.mil/claims
Military OneSource	militaryonesource.mil
DEERS	tricare.osd.mil/deers
MiCare	app.relayhealth.com
Facebook	facebook.com/55mdg
Interactive Customer Evaluation (ICE)	go.usa.gov/TVfe
American Diabetes Association	diabetes.org
American Heart Association	heart.org
American Congress of Obstetricians and Gynecologists	acog.org/Patients
Healthfinder	healthfinder.gov
Office on Women's Health	womenshealth.gov
Centers for Disease Control and Prevention	cdc.gov
Family Doctor/Resources	familydoctor.org
After Deployment/Resources	afterdeployment.org